

Complaint about childcare provision

Ref: EY555335/4746727

Date: 26 March 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 March 2021, we received concerns that the provider was not meeting some of these requirements. On 24 March 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 14 April 2021:

- ensure all reasonable steps are taken to remove or minimise potential risks to staff and children and ensure risk assessments identify aspects of the environment and equipment that need to be checked on a regular basis
- ensure staff are deployed effectively to adequately supervise children, meet children's needs and keep them safe.

We found no evidence of a breach in requirements regarding the other aspects of the original concerns we received around suitability of staff, key person, training support and skills, complaints and learning and development.

On 19 April 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the regulatory visit on 24 March 2021. We found that the provider has implemented procedures to ensure staff are effectively deployed during routine times of the day. We also found that the provider has reviewed risk assessments, introduced safety checks and has taken steps to remove or minimise potential risks to staff and children in the indoor and outdoor environment. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).